

Hurricane Katrina Update New Direction

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This is a Newsletter of the SPAWAR Systems Center New Orleans

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SSC NOLA Supports the Air National Guard

By Teresa Leger
SSC NOLA Public Affairs Office

With the help of the SSC New Orleans, the Air National Guard (ANG) will streamline their order writing process through the implementation of the Air National Guard Reserve Order Writing System known as AROWS.

AROWS will be the single enterprise-wide application for putting the 106,000 ANG members on active duty, inactive duty, or moving them into a temporary duty status. The web-based system will enable Guardsmen to place order requests online through the easy-to-use system from anywhere in the world. Then, their order request will automatically go to the base for review, approval, and certification.

Users will be able track their orders during the approval process, print their

orders when published, and have access to their order history as well as the number of duty days they performed.

Not only will the system streamline the order writing process, but it will also provide commanders and Guard officials with the ability to access day-to-day, real-time tracking of travel and training funds. AROWS will interface with the Commanders' Resource Integration System (CRIS), the General Accounting and Finance System (GAFS), the integrated Military Pay System (IMPS), and the military Personnel Data System (MilPDS). It will bring the ANG into compliance with the Chief Financial Officers Act of 1990 and enhance every step of the order writing process.

[Continued](#)

If you have information or photos you'd like to submit for consideration in the newsletter please send to maria.tolleson@navy.mil.

LENGTH OF SERVICE AWARDS

The following personnel are being recognized for their years of dedicated service to the United States government.

10 YEARS

Robert Ugrinich
Christopher Brown
Katina Shelby
Eva Allen
David Tatum

20 YEARS

Karen Wallace
Terry Claverie
Joyce Morris
Kathryn Hopkins

25 YEARS

Dane Smith
Mary Cowart
Ernest Mitchell

30 YEARS

Carol Delay
Rosalie Armes
Lynda Ester
John Floyd
Doris Evans

45 YEARS

John Burden

Important Numbers and Web Sites

- q Navy Global Distance Support Center (to update your location and contact information), 1-877-418-6824, Option 2 or www.anchordesk.navy.mil
- q BUPERS 24-hour Helpline, 1-877-414-5358
- q Safe Haven Orders, 1-866-239-0303
- q 24-hour Support Hotline, 1-800-677-5327
- q SSC NOLA Executive Officer, 1-850-452-5810
- q Per Diem Rates <https://secureapp2.hqda.pentagon.mil/perdiem/perdiemrates.html>
- q FEMA, 1-800-621-3362 or www.fema.gov
- q Red Cross, www.redcross.org
- q DOD Civilian Personnel Management Service: Hurricane Information for DOD Civilian Employees and Annuitants, <http://www.cpms.osd.mil/hurricaneinfo/index.htm>
- q Civilian Employee Assistance Program, 1-800-677-LEAP
- q Federal Tax Relief, www.irs.gov, select "help for hurricane victims"

Mingo Receives DON Leadership Award

CAPT Fred Mingo, SSC New Orleans Commanding Officer, received the Department of the Navy Information Management/ Information Technology (IM/IT) Excellence in Leadership Award for his exemplary leadership and his commitment to the SSC New Orleans personnel and to the mission of the command throughout the catastrophic events surrounding Hurricane Katrina.

Mingo's courage, resourcefulness, and dedication were prominent as he implemented steps to safeguard the command infrastructure and mission-critical IT systems. New networks were established as systems that were not included in the Continuity of Operations Plan (COOP) were restored through back-up systems.

The SSC New Orleans personnel also established a Manpower, Personnel, Training, and Education (MPT&E) virtual private network to enable the continued transfer of data files. Operations continued unhindered as the secondary data center became the primary production site, and amazingly no data was lost. As a result, the Navy maintained its ability to issue official orders for the movement of Navy Reservists and to ensure that all Navy personnel continued to receive their pay and benefits.

Within days after the hurricane struck, Mingo directed key SSC New Orleans personnel to alternate work sites in Millington, Tennessee; Fort Worth, Texas; and Pensacola, Florida. He had the daunting task of accounting for all government, military, and contractor personnel who were literally displaced across the country.

Mingo displayed compassionate leadership and sensitivity to the plight of those employees who literally lost everything they owned as he orchestrated the transition of his personnel back to work. He was personally involved in many pay and living arrangement challenges faced by personnel under his command, and he remained persistent until issues were resolved.

As a result of the dedicated efforts of CAPT Mingo in the face of formidable challenges and great personal losses, the SSC New Orleans sustained effective operations to support the Sailor. He received the DON IM/IT Excellence in Leadership Award for his compassion, professionalism, perseverance, and steadfast devotion to duty.

MRRS Receives DON Excellence Award

By Teresa Leger
SSC NOLA Public Affairs Office

The Medical Readiness Reporting System (MRRS) team was honored with the Department of the Navy (DON) Information Management/Information Technology (IM/IT) Excellence Award for their work in implementing improvements to MRRS which have allowed the Navy Reserve to lead the way in Individual Medical Readiness reporting and immunization tracking and reporting.

The award is given to a team within the DON which has demonstrated the innovative use of IM/IT while not duplicating existing projects, systems, or solutions.

MRRS is a web-based application accessible from any dot mil computer which provides access to the Force Medical Readiness to ensure Combat-ready personnel can rapidly respond to emergent missions.

The original program was developed for the Navy Reserve Force to manage medical readiness for mobilizations. However, the Marine Corps Active Duty and Reserve Forces and the Navy Reserve have adopted the original program and are currently using MRRS in other functions such as a tracking tool for injury case management and for

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SSC NOLA Building Restoration



Legacy computers and printers are stored in the Auditorium in Building 4 awaiting further disposition.



Building 2, fifth floor is the first floor to be completely stripped. All of the furniture is being removed by Interior Dimensions of Altantic Beach, Florida, which has the contract for Building 2. The UNO Foundation contracted environmentalist determined that the furniture also needed to be discarded.



Boxes of cubicle contents are stacked and palletized in the parking garage from one end to the other. Employees will be allowed to enter the facility to bring these contents home or dispose of them on the spot. Once removed from the area these items will not be allowed back into the buildings.



Nova International, the contents contractor out of Washington, D.C., was boxing the contents of cubicles and file cabinets for pick-up or disposal by employees on an appointment basis.



Judy Dupre and Bobby Scheuermann followed a punch list for the removal of items from the buildings. Each floor had a government employee supervising the packaging and removal of personal and government property.

MRRS Received DON Award (continued)

producing metrics to meet data requirements in support of the Office of the Secretary of Defense Health Affairs (OSD HA) reporting requirements.

MRRS operates in a pure web, J2EE environment, utilizing XML, soap messaging, and web services. MRRS currently runs on Oracle 10g web application server, thereby ensuring that it is using the latest and most secure web application software.

By utilizing a sophisticated Storage Area Network (SAN) to replicate data several times each day, the SSC New Orleans implemented and iteratively tested an enterprise COOP solution. The MRRS application was moved from operating in New Orleans prior to the arrival of Hurricane Katrina to operating at the Naval Air Station (NAS) Joint Reserve Base (JRB) in Fort Worth, Texas with less than 12 hours of downtime and virtually no impact on performance.

The SSC New Orleans MRRS team members include Robert Parish, Kathy Roth, Warren Eder, Hasamukh Patel, Keith Durapau, Ricky Heitmeier, Ronnie Breaux, Brent Drexel, and Steve Hollars. They were honored for their dedication to the project and their ability to use innovative technical solutions to meet all tasks or requirements placed before them.

AROWS (continued)

The SSC New Orleans' work on the Navy Reserve Order Writing System (NROWS) has enabled the command to position itself as a leader in providing support services to the ANG. As stated in the Memorandum of Agreement (MOA) which was signed in November, the SSC New Orleans will conduct application testing to include acceptance and interface testing as well as provide Customer Support Center (CSC) services, operations assistance, system administration, and database administration for AROWS.

The SSC New Orleans team, led by Nicolle Algero, Division Director Reserve Systems, has worked hard to demonstrate the vitality of the AROWS system and the benefits of hosting the program at the SSC New Orleans. The team is working on setting up the AROWS environment in Ft. Worth, Texas at the Continuity of Operations Plan (COOP) site. AROWS will be moved to the SSC New Orleans facilities when the center is ready for occupancy.

SSC NOLA is working with ANG to write the System Security Authorization Agreement (SSAA) in order to secure an Interim Authority to Operate (IATO) and eventually an Authority to Operate (ATO).

The SSC New Orleans operations team will be responsible for providing a 24-hour full-scale computer operations and environmental monitoring service

for the AROWS hardware and software. They will ensure that the AROWS production systems and network are backed up and restores are performed as outlined in the Service Level Agreement (SLA).

The System Administration team at the SSC New Orleans will be responsible for configuring the server hardware, operating systems, and applications software as outlined by the ANG as well as installing Public Key Infrastructure Certificates on the web servers. The Database team will install and configure Oracle software for the database server and application servers, as well as establish the AROWS database as they continue to work with the AROWS Program Management Office to determine methods to transfer the data for ad hoc purposes.

AROWS will be accessed through the Air Force Portal, which allows access to Guardsmen from a dot-com domain. The SSC New Orleans CSC will provide 24-hour a day, seven-days a week help desk assistance to Guard members with both technical and procedural questions. The CSC personnel are scheduled for training in February and will provide a Subject Matter Expert for the system.

In April, the AROWS test site is scheduled to be placed in production for a select group, and then a phased deployment schedule will be followed and is expected to be completed by August 2006.

Move in Time

Personnel Occupy Trailers at SSC NOLA Facilities

By Teresa Leger
SSC NOLA Public Affairs Office

There were no moving trucks, but many SSC New Orleans personnel came armed with boxes of their belongings on December 19 as they moved into the trailers which have been temporarily located in the front parking lot of the existing buildings.

Seeing co-workers they had not seen in months was one of the many joys of the day. As they unloaded their belongings, set up their computers, and organized their files, personnel exchanged stories of their Katrina experiences and their previous work environments. Many were excited to find out they not only had an NMCI computer, but it was actually their computer from the buildings with all their files intact.

Originally eight trailers were set up and occupied. On New Years weekend, two additional trailers were delivered which will house the comptroller's office and the contracts division. Each trailer has two offices, a restroom, and a common area. The offices are located at each end of the trailers. Most of the offices have more than one occupant.

The trailers are equipped with a refrigerator and a microwave and most now have coffee pots too. Several desks are located in the common area with the refrigerator and microwave.

The first trailer is set up as the command trailer which includes an office for Capt. Fred Mingo, the Commanding Officer. Other occupants include Randy Niewenhouse, Dennis Pigg, Jackie Goff, Ray Johansmeier, Maria Tolleson, and Sharon Clasen.

The second trailer is occupied by Jeff Moseley, Wayne Robinson, Bud Gobel, George Faughn, Mark Anderson, Jim Christy, Ellen Still, Kevin Streittmatter, Claudia Ross, Martrenia Hawkins, Dan Petty, and Al Todd.



Dennis Pigg addresses SSC New Orleans employees on the first day of occupancy of the trailers located in the front parking lot of the SSC New Orleans buildings. Among the instructions he issued was that each employee would be required to sign a statement that they understood that entering the buildings constituted a hazard without the proper protective gear. He then clarified that to mean that no employee would be allowed in the buildings unless they were part of the restoration team or are serving as floor monitors.



The work trailers are seen through the scaffolding from within Building 3.

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Move in Time (continued)

Cheri Couchis, Ray Terminie, Jodi Ketry, Matt Gomez, Jeanne Carson, Gerald Comeaux, Dean Herrick, Dave Tatum, and Hellen Pounds are located in the third trailer.

Nicolle Algero, Kelly Bergeron, Gail Fried, Debra Groomes, Bob Parish, Mike Crouch, Claribel Diaz, John Floyd, and Kim Le are in the fourth trailer.

The fifth trailer houses Edura Baham, Carlos Polk, Lori Natividad, Ken Wagar, Laura Napolitano, Jim Kuhn, Mike Richardson, and Adam Layburn.

Security personnel including Lionel Cannon, Karon Franks, Robin Orthober, Lucy Colangione, Mike Hagan, Zina Fleming, ITC Chris Pote, Sylvia Keller, and Chris LaFrance occupy the sixth trailer.

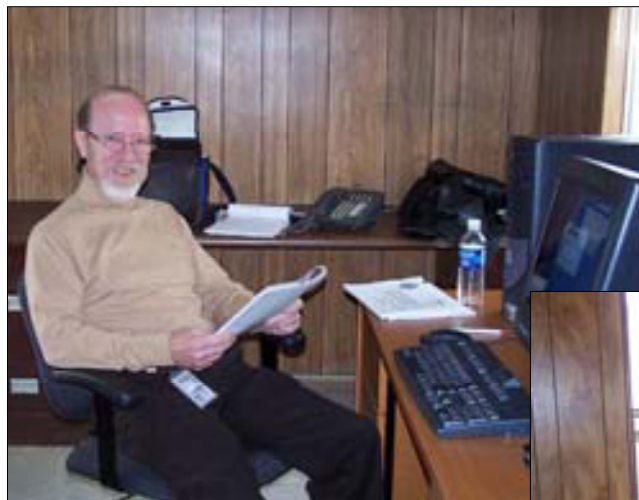
The reconstruction team is located in trailer seven. They include Beverly Dupree, Jim Larent, LT Lois Tink, members of the Gulfport crew, Dwayne Green, Jerry Hopstetter, Vince Hamilton, LT Vinnie Sarisen, Mike Woodfork, and Bill Miller.

The eighth trailer houses Dale Brown, Linda Connolly, Eva Allen, Katina Shelby, Fernando Ortiz, Kay Wollschlager, Matt Minden, and Will Rosa.

The comptroller's trailer will include Tony Jones, LA Lanne, Rosalie Armes, Shelly Licciardi, Barbara Johnson, Jennifer Scalise, Arlen Bennett, Mary Ann Robin, M'Liss Bush, Jessica Resto, and Carolyn Porter.

The final trailer added, number ten, will hold the contracts staff. Ed Wallace, Moira Eiserloh, Cindy Price, Sandra Schule, Tammy DeMille, Christi Lance, Debbie Drury, Cheryl Bruza, Suzanne Dearie, John Standige, and Rene Petersen will work out of this trailer.

Although it may not be the same as working in the buildings, all will agree it is nice to be back, working with friends in a team environment and especially in New Orleans.

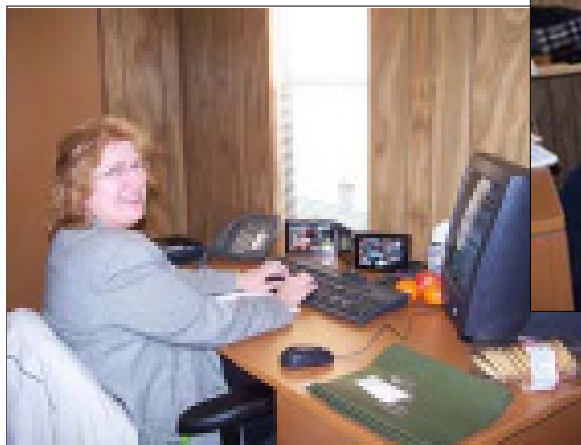


(left) Carlos Polk has moved into trailer number five and is already working off of his NMCI system.

(Below) George Faughn and Harold Gobel are enjoying their new accommodations in trailer two.



Claudia Ross has her photographs in place and has moved right into trailer two.



Mike Crouch, Bob Parish, Gail Fried, Claribel Diaz, and Kim Le have moved into trailer four. There may have been a few kinks in setting up their NMCI systems, but all are glad to be back.

Spotlight: Larry Hoehn

By Teresa Leger
SSC NOLA Public Affairs Office

Larry Hoehn, the SSC New Orleans Active Duty Systems Division Head, has been working out of the Naval Education and Training Command (NETC) at the Naval Air Station in Pensacola, Florida since Hurricane Katrina ravaged the Gulf Coast.

When Hurricane Katrina entered the Gulf, Hoehn and his family planned to evacuate to Memphis, Tennessee where they had hotel reservations. As the storm neared, they decided to give their reservations to their neighbors and travel to Pensacola to stay with relatives. Little did he know that this would be where he would live and work after the storm.

Hoehn left his home in Meraux, Louisiana early Sunday, August 28 and arrived in Pensacola four hours later with his wife Patti, his stepchildren Liz and Bill and a very confused but happy Sheltie named Cole.

The Hoehn's spent Sunday evening like most evacuees glued to the television waiting for the hurricane of a lifetime to hit. They had to keep a close eye on the storm as they wondered if it would head more East and they would then have to pack up the car and head to higher grounds once again. Although they did not have to leave Pensacola, they

did experience 70 plus miles per hour winds and some rain.

Hoehn spent the first week after the storm manning the phones and trying to locate everyone as he and his family watched the news and worried about their home and community. "My priority was to our SSC team members and to ensuring that we were back in business supporting the Sailors and our customers," said Hoehn. Before the week was over, he had a cable modem installed and was up and operational.

Initially, his workforce was spread all over the place. Within a few days after the storm, Jim Christy was able to provide some mainframe support from his evacuation point in Jacksonville, Florida. "There were some production problems that had to be worked and Jim did a fabulous job, working many hours," said Hoehn. "Then, we were able to get a couple more that were able to gain access to provide support as well."

"As the days passed and we talked to more and more folks, some had access to ISPs and were able to get to the mainframe system to check things and provide support. Some people even located local Reserve bases near their safe haven locations and began working from there. I have some very innovative and motivated people that were there to sup-



port their systems."

Hoehn met with Randy Niewenhouse, SSC New Orleans Executive Director, and CDR Paul Treutel, the Executive Officer, and began making plans to occupy Building 741 at NAS in Pensacola.

The SSC New Orleans now occupies five different rooms in building 741 at NAS Pensacola. When Hoehn first arrived, two of the five rooms were classrooms being used by the Seaman to Admiral Board and the other three rooms were filled with computers and flight simulators and were basically being used as storage facilities.

After clearing out the rooms, the next task was to get the facilities ready for SSC New Orleans personnel to occupy.

[Continued](#)

Spotlight: Hoehn (continued)

"We hit pay dirt for desks and chairs at the NAS DRMO (Defense Reutilization and Marketing Office) site and NETC had some legacy computers, monitors, and a couple desktop printers that we were able to get and set up," said Hoehn.

The legacy computers they found were all connected to the NETC legacy network which provided the SSC New Orleans team with access to the internet and enabled them to access their systems. The Job Advertising and Selection System (JASS) and JASS Career Management System (JCMS) development servers were taken from the SSC New Orleans and brought to Pensacola enabling the team to continue operations.

"It is because of Larry that the JASS/JCMS development team and environment was stood up so quickly in Pensacola," said Kathryn Bailey, JASS/JCMS Program Manager. "He was there on the scene getting the office set up and making the right contacts for us very soon after the hurricane, even though he had lost his home."

It took several weeks to work through all the set up issues which included both logistical and security issues. When personnel first began arriving in Pensacola there were lodging issues that had to be worked through. Personnel are lodged in hotels and at the BOQ and trailer park at NAS Pensacola.

Initially, there were only two NMCI drops available for the SSC New Orleans to use. The team has now established NMCI drops in all of the occupied spaces.

NETC also supplied ten loaner Nextel cell phones which were distributed to the different programs to provide additional lines of communication with customers.

"Our customers have expressed concern for all of us and have been very patient and supportive," said Hoehn. "There were some big changes that were scheduled to take place such as the MCA change and Rating mergers that had to be postponed for a month or two. Those changes have now been implemented."

Hoehn's entire division has not been back together since the storm. He has approximately 30 government and contractor personnel with him in Pensacola. Some personnel are located in Millington, Tennessee where they are providing support to the Inactive Manpower Management Information System (IMPAMIS). Others are supporting systems from their homes or safe haven evacuation points. Recently, some of his staff have been working at the Naval Air Station Joint Reserve Base (NAS JRB) in Belle Chase and some are in the new work trailers located at the SSC New Orleans facilities.

His home took on about 10 feet of water and 8 to 10 inches of marsh muck as well as the loss of about 40 percent of its shingles and 2 feet of marsh grass in the back yard. "Like many others it looks like someone turned the blender on and moved everything," describes Hoehn. He spent four days after the initial reentry was allowed to gather what was salvageable from his attic and continues to spend very long Saturdays in Meraux before re-

turning to Pensacola. He does not plan to return to St. Bernard, but is looking forward to returning to somewhere North of Lake Pontchartrain and working back on the Lakefront.

Hoehn has a long history with active duty personnel systems. His first assignment after completing A School was with the Source Data Systems (SDS) project at the Navy Military Personnel Command (NMPC) in Washington DC.

After a tour in Keflavik, Iceland, he was transferred to the Enlisted Personnel Management Center (EPMAC) here in New Orleans where he remained throughout the remainder of his military career and began his civil servant career.

"I have worked on just about all of the Active Duty legacy systems at one time or another," said Hoehn. He was assigned to programming in Code 30 at EPMAC and was the lead in fielding The Navy Training Requirements System (NTRS) Initial Operational Capability (IOC) in 1998 and the Final Operational Capability (FOC) in 1999.

Hoehn was the branch head for the Officer Personnel Information System (OPINS/FORMAN) during the Washington Transfer of Function and then moved to the Joint Air Logistics Information System (JALIS) and NTRS as branch head before taking on his current duties as Active Duty Systems Division Head for Active Duty Systems in 2004.

Through all of his experiences with active duty systems, he has never quite experienced anything like the past four months.